COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

May 11, 2015
9:00 – 10:30 a.m.
550 S. Vermont Ave., 9th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair   Karen Lee, M.D.,/Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:40	SA QIC Reports & Countywide Children's QIC Report	QIC Members
III	9:40 – 9:50	➤ EQRO Review ➤ Test Calls Study	N. Kasarabada
IV	9:50 – 10:00	Provider Directory MHSIP Survey May 2015	V. Joshi
V	10:00 – 10:05	Clinical Quality Improvement ➤ OMD Report	C. Eisen/K. Lee
VI	10:05 – 10:10	PRO	M. Hernandez T. Cannady
VII	10:10 – 10:15	Cultural Competency Updates	S. Chang Ptasinski
VIII	10:15 – 10:25	Policy Update – Office of Compliance ➤ DMH Website	R. Faveau
IX	10:25 – 10:30	Announcements:	

Next Meeting
June 8, 2015
9:00 – 10:30 a.m.
550 S. Vermont Ave. 10th Floor Conference Room
Los Angeles, CA 90020

COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes

Type of Meeting	Departmental Quality Improvement Council	Date:	May 11, 2015
Place	550 S. Vermont Ave., 9th Floor Conf. Rm.	Start Time:	9:00 a.m.
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.		
Members Present	Alyssa Bray; Anahid Assatourian; Aprill Baker; Barbara Engleman; Bertrand Levesque; Cecilia Gallerito; David Crain; Debi Berzon-Leitelt; Emilia Ramos; Gassia Ekizian; Greg Tchakmakjian; Hera Patail; James Milner; Jessica Wilkins; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Lisa Leon; Lupe Ayala; Maria Gonzalez; Mary Ann O'Donnell; Michael Boroff; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Naga Kasarabada; Randolph Faveau; Sandra Chang-Ptasinski; Theodore Cannady; Tonia Jones; Vandana Joshi		
Excused/Absent Members	Ann Lee; Barbara Paradise; Caesar Moreno; Carol Eisen; Debra Mahoney; Elisabeth Gildemontes; Elizabeth Owens; Helena Ditko; Karen Lee; Martin Hernandez; Pamela Inaba		

Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.	N. Kasarabada
Review of Minutes	The April minutes were reviewed.	Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Reports & Countywide Children's QIC Report	**SA 1:** Dr. Joshi conducted the State Performance Outcomes Survey training. Information from previous meeting was disseminated. Test Calls project is currently in progress.	Next Meeting: July 7, 2015.	D. Berzon-Leitelt
	SA 2: QIC members currently working on the Test Calls project. Dr. Joshi and Dr. Jones conducted the State Performance Outcomes Survey training. Dr. Kasarabada was present at this training. Survey information will be reviewed.	Next Meeting: May 21, 2015.	K. Salvaggio
	SA 3: Rebecca De Keyser, from San Gabriel Children's Center presented on their QI process. Presentation was excellent. Information from previous meeting was discussed. Test Calls project is scheduled for next month.	Next Meeting: May 20, 2015.	B. Levesque
	SA 4: Robert Byrd, from Countywide Children's Bureau presented on SB785 and documentation. Dr. Joshi conducted the State Performance Outcomes Survey training. Ms. Bray will follow up with SA QI members to assure they understood information from the survey training.	Next Meeting: May 19, 2015.	A. Bray
	SA 5: Ms. Johnson & Ms. Wilkins reviewed with QI members Eydie's Power Point presentation and the QI Policy. Data collection and data analysis was discussed as well. Reviewed the various agenda items from the QIC Chairs including the Random Selection of Forms (Beneficiary Acknowledgement of Receipt) by PRO, Safety Intelligence Updates, Provider Directory Updates, Service Area Test Call Project 2015, and MHSIP Survey Final Report 2014, and MHSIP Implementation, May, 2015.	Next Meeting: July 7, 2015. One member volunteered to present on a QI project at next meeting.	M. Johnson

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SA QIC Reports & Countywide Children's QIC Report continued	**SA 6:** Ms. Baker disseminated information from previous meeting. Ms. Baker reviewed the RAND and Eydie's Power Point presentation with SA QI members. She also announced the upcoming training on Seeking Safety.	Next Meeting: May 28, 2015.	A. Baker
	SA 7: Dr. Joshi conducted the State Performance Outcomes Survey training. Surveys were distributed to providers that were present. Members reviewed Eydie's Power Point presentation. Significant amount of new members attended the SA QI meeting. The difference between QI/QA and Safety Intelligence information were reviewed.	Next Meeting: May 19, 2015.	L. Ayala
	SA 8: Dr. Boroff conducted the State Performance Outcomes Survey training.	Next Meeting: May 20, 2015.	M. Munde
	Countywide Children's: Jessica Walters, from WRAP will present and also Dr. Thomas will present on Psychological Testing.	Next Meeting: May 14, 2015.	L. Harvey
EQRO Review	Dr. Kasarabada highlighted some of the comments shared by EQRO at the exit session. Overall, the review went smooth with the new EQRO team from Behavioral Health Concepts (BHC). Per BHC: • About 300 participants were part of this review. • They expressed that there appeared to be a good experience with IBHIS roll out and improved clinic workflow. • The care clinic model was interesting to both consumers and programs and seems to work.	The draft report is due in 60 days to DMH and will be shared with all participants for feedback and comments. Dr. Kasarabada asked Ms. Ramos to present at the Dept. QIC meeting on "Care Clinic Model" in the upcoming months.	N. Kasarabada

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EQRO Review continued	• BHC experienced a warm and welcoming environment at the Village and through the whole review. • Consumers believe the Department is interested in their welfare and respects both their culture and language. PIPS: Dr. Kasarabada explained briefly about the two Performance Improvement Projects (PIPs) for this FY. The Vacancy Adjustment Notification System (VANS) is the Non-Clinical PIP. The VANS is an application that can be used by providers to update their information related to vacancy slots by funding source, type of service, and language. The VANS has been implemented in SA 4 for the past two years. EQRO approved the continuation of this PIP into a third year. QID will be expanding implementation to SA 5 providers and is working closely with SA 5 Administration. Commercial Sexual Exploitation of Children (CSEC) is the Clinical PIP. QID is working with the Transitional Age Youth Division on this PIP. Several clinicians were trained on CSEC assessment and interventions from January through May. Surveys are being administered to assess the change in the knowledge, awareness, and skills of the clinicians pre-post training. Client related outcomes measures specific to CSEC clients being served in the Juvenile Halls and outpatient settings have been selected. QID is awaiting approval from EQRO regarding continuation of this PIP into the next FY.	Looking at the possibility to be implemented on all SA's. Ms. Salvaggio requested a presentation on VANS project at the Dept. QIC meeting.	N. Kasarabada N. Kasarabada

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Test Calls Study	Dr. Kasarabada highlighted the changes from last year. Calls should be conducted day time and after hours. Ten (10) calls should be made for each SA. The reasons for satisfaction or dissatisfaction are included on the Test Calls Survey Form. The name of the caller as well as the name of person for whom services are requested can now be recorded on the survey form.		N. Kasarabada
Provider Directory	Dr. Joshi presented on the revised protocol for updating the Provider Directory. SA Liaisons will now be able to make updates for their SA on an Excel file, available on the SharePoint site. This is similar to the Change of provider file update on the SharePoint site.	QID will be scheduling webinar trainings for instructions on updating information in the Provider Directory in the coming weeks.	V. Joshi
MHSIP Survey May 2015	Dr. Joshi also discussed the MHSIP survey period from May 11-May 15. At the training some issues came up about completing the Tally Sheet for the Reason Code. Dr. Joshi mentioned that the State requires a Reason Code for all Incomplete Surveys. However it is understandable that this may be hard to accomplish for all the Incomplete surveys since the Reason Code is filled by a Clinic Staff. Therefore providers are asked to do their best to complete the Reason Code and count them in their Tally Sheets. Dr. Kasarabada and Dr. Joshi will contact the State for further clarification regarding definition of an "Incomplete Survey" for the next survey period.	Dr. Kasarabada asked SA QIC Chairs to make sure that SA and Provider Tally Sheets are included when the surveys are dropped to QID.	N. Kasarabada

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Clinical Quality Improvement OMD Report **Clinical Quality Improvement OMD Report continued**	Ms. O'Donnell provided updates on Safety Intelligence (SI). Below are the instructions to do list for preparation for SI Go-Live. SI Update. **Note that new information since the meeting that was not discussed is underlined and bolded. Also note that attachment 2 has been revised since the meeting and attachment 4 has been added. Attachment 4 is a sample frontline reporter form with basic fields for training use only. It should not include PHI or be used as an event report.** 1. Directly-operated Program managers, designees, consultants and execs were notified to activate their accounts. 2. Contract Agency Program user role spreadsheets must be submitted by May 15, 2015 to David Crain, SI Administrator to list managers, designees, consultants and execs per provider number. 3. The new **projected** Go-Live date for Directly-operated Programs is June 1, 2015. **(The date has been deferred. It is anticipated to be by June 8th. We will notify staff when it is live.)** Contract Agency Programs will follow. They will be notified when then can submit actual events. 4. Directly-operated Program managers, designees and consultants should activate their accounts. It is important to use your mylacounty.gov user name and password. DO NOT change your password once you log in to Safety Intelligence. See handout 1.		M. O'Donnell D. Crain

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Clinical Quality Improvement OMD Report continued	5. Directly-operated Program front-line users should practice entering events. NO PHI please. **Frontline users that are not managers or consultants do not enter a user name and password, they just click on "New Event" and enter practice event. See Attachment 2.** 6. Directly-operated managers, designees and consultants should also practice entering events and completing managerial reviews. They should enter the special logins for practice entering events and completing reviews, i.e. User name: TrainingMgr, Password; **The testing link is not currently available for contractors. It is in production and we will notify contractors when it is available. It is estimated to be posted by June 15th along with training webinars and materials on a secure server. Printed updated training materials are attached.** 7. David Crain (213-351-6633) will assist agencies who have difficulty receiving tokens and all others for questions re activating accounts, log-in or other access issues to SI system. 8. Contact Doris Benosa (213-639-6326) or Mary Ann O'Donnell (213-637-4577) for questions about entering practice events or completing managerial reviews. 9. Posted trainings on entering events and competing managerial reviews are projected to be available by June 15, 2015. An e-mail will be sent when they are posted.		M. O'Donnell D. Crain

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PRO	Currently working on the NOA translation.		T. Cannady
Cultural Competency Updates	Dr. Chang Ptasinski announced that she will be attending the SA QI meeting to provide updates on current CCU/CCC projects.	Dr. Chang Ptasinski will be taking to the SA QI meeting information on the UREP Capacity Building Project.	S. Chang Ptasinski
Policy Update – Office of Compliance	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided a presentation on the DMH Website for Policies and Procedures.	If you need information please contact Randy Faveau at (213) 739-2383.	R. Faveau
Announcements			
Handouts:	➢ Policy/Procedure Update May 11, 2015 ➢ Safety Intelligence Attachments		

Respectfully Submitted,

Naga Kasarabada, Ph.D.